



Surveys and Tools to
Advance Patient-Centered Care



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CMS Data Sets for CAHPS Surveys

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CMS CAHPS Surveys

- CAHPS Survey for Medicare Advantage and Prescription Drug Plans
- FFS CAHPS
- Hospital CAHPS
- Home Health CAHPS
- ACO CAHPS
- CAHPS Surveys Recently Implemented
 - Hospice CAHPS
 - In-Center Hemodialysis CAHPS

CMS CAHPS Surveys, cont'd.

- Additional surveys under development or in early stages of implementation.
 - *More information about the CMS CAHPS Surveys can be found here -- <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/index.html?redirect=/cahps>.*

Medicare Advantage and Prescription Drug Plan CAHPS Survey

- MA & PDP CAHPS survey results are publicly reported by CMS for each contract on the Medicare Plan Finder Web site: www.medicare.gov
 - The results are compared to FFS CAHPS where possible to assist beneficiaries in their enrollment decisions.
- Data are included in the Part C and D Star Ratings, and for MA contracts they are used for Quality Bonus Payments. The publicly reported MA & PDP CAHPS data are available for download here: <http://go.cms.gov/partcanddstarratings>.

Medicare Advantage and Prescription Drug Plan CAHPS Survey, cont'd.

- In 2015, the MA & PDP CAHPS survey had 231,886 survey completes.
- A CMS Data Use Agreement (DUA) must be approved and signed to obtain the patient-level data.
 - [https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/Privacy/DUA - Forms.html](https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/Privacy/DUA_-_Forms.html).
- More information about the survey can be found at <http://www.mapedpcahps.org/content/homepage.aspx>.

Fee-for-Service (FFS) CAHPS

- 2015 FFS CAHPS survey had 94,900 completes.
- A CMS Data Use Agreement (DUA) must be approved and signed to obtain the patient-level data.
- FFS sample design sets a minimum target of 1,250 FFS responses per state. Larger samples are selected for the larger states to make the survey more nationally representative.

Hospital CAHPS

- Current results from the HCAHPS Survey are publicly reported on the CMS Hospital Compare Web site
 - <https://www.medicare.gov/hospitalcompare/search.html>
 - See “Survey of patients' experiences”
 - HCAHPS results are also available in a downloadable database
 - <https://data.medicare.gov/data/hospital-compare>

Hospital CAHPS, cont'd.

- Currently, Hospital Compare contains HCAHPS results for 4,160 hospitals based upon 3.1 million completed surveys.
- HCAHPS summary results, including an archive of past results, can be found on the HCAHPS On-Line Web site, www.HCAHPSonline.org.

Home Health Care CAHPS

- Current results from the Home Health Care CAHPS Survey are publicly reported on the CMS Home Health Compare Web site -
<https://www.medicare.gov/homehealthcompare/search.html>.
 - Home Health Care CAHPS results are also available in a downloadable database
 - <https://homehealthcahps.org/GeneralInformation/ArchivedPubliclyReportedData.aspx>.
- Home Health Compare contains HHCAHPS results for 9,500 agencies based upon approximately 1.2 million completed surveys.

ACO CAHPS

- Scores are available on CMS.data.gov with quality scores of the other measures and finance information -
<https://data.cms.gov/ACO/Medicare-Shared-Savings-Program-Accountable-Care-O/yuq5-65xt>.
- A CMS Data Use Agreement (DUA) must be approved and signed to obtain the patient-level data.
- Survey information is available at
<http://acocahps.cms.gov/Content/Default.aspx>.

Questions